

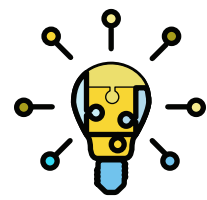


it's  ssible!

Perkins&Will ×

AMC
Schwarzman
Animal Medical Center
SINCE 1910

INDEX



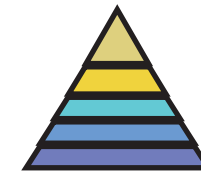
I. THE IDEA



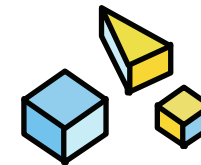
II. QUESTIONNAIRE



III. SURVEY ANALYSIS



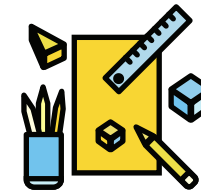
**V. HIERARCHY OF DOG'S
NEEDS IN WORKPLACE**



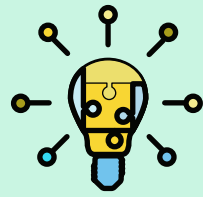
VI. DESIGN ELEMENTS



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VII. SPECULATIVE DESIGN



I. THE IDEA

PROJECT SUMMARY

Objectives

The project proposes a collaboration with Schwarzman Animal Medical Center (AMC) in New York to enhance dog welfare on the 4th & 6th floors of the medical center's workplace. Aligned with AMC's mission and responding to the increasing demand for pet-friendly workplaces post-Pandemic, the submission aims to develop a toolkit with the client's expertise. This toolkit will address dogs' physical and mental needs, integrating them into workplace design strategies. The immediate impact will be on AMC's 4th/6th-floor design, while the long-term goal is to incorporate the toolkit into the Usdan Institute for Animal Health Education for public distribution. The innovation lies in prioritizing dog welfare, an often-overlooked aspect in typical workplace design strategies. The project benefits both the immediate workplace design for AMC and contributes to long-term public awareness through the Usdan Institute.

CONTEXT

Schwarzman Animal Medical Center



Site Plan



Proposed AMC Facade Design



Proposed AMC Lobby Design

Project Background

Established in 1906, the Schwarzman Animal Medical Center is the world's largest non-profit animal hospital with 130+ veterinarians providing the highest quality medical care across more than 20 specialties and services. The current building was built in 1962.

Client Objectives

The expansion of clinical and administrative spaces is intended to create a state-of-the-art animal treatment facility and transform the existing early modernist building to express a distinctive urban presence on the upper east side of Manhattan.

Project Thesis

Bring AMC to the 21st Century and ready them for another 100 years by...

- Upgrading infrastructure and building in resiliency
- Optimizing planning for better efficiency
- Integrating technology for care, education and client services
- Improving patient / client experience through evidence-based design

...while maintaining the trust and authenticity AMC has built in the animal-caring community over the years.

PROBLEM STATEMENT

Relevance of Dog's Welfare in Workplace Design

“50% of C-suite executives surveyed by Banfield Pet Hospital in 2021 said they would allow pet-friendly workplace upon return to office.”

- Banfield Pet Hospital

“When a dog is in the office, the mood rises.”

- Interviewee by Elisa & Miguel

Rising Demand

While the pet-friendly workplace existed long before 2020, it has gained steam due to the pandemic, during which many people have acquired new pets or loyal pet owners have been used to working with their furry friends. Over **60%** of American households have more than one dog. According to **this article in the Washington Post**, a record **23 million** Americans adopted pets during Pandemic. Banfield Pet Hospital's survey indicates that **50% of employers** plan to support pets in the workplace.

Benefits for Us

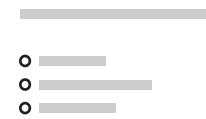
According to the medical research **“The Role of Oxytocin in the Dog-Owner Relationship,”** contacting with animals raises the hormone oxytocin level, which reduces the hormone level that causes stress-cortisol. Also, in the data-based research **“Dogs at the Workplace: A Multiple Case Study,”** Elisa and Miguel show how the workplace can benefit from a pet-friendly policy from multiple angles. To name a few, the presence of dogs releases stress, deepens social cohesion, eases tensions, attracts top talent, and showcases office culture.

Dog Welfare Matters

The article **‘Separation Anxiety in Dogs’** from Animal Medical Center's online library suggests that when workers start returning to workplace, some dogs struggle to adjust to the new routine. How do we know our furry friends are as happy as us in our workplace? Does the office have everything a dog needs - food, hygiene, and first care? Is the space safe, physically and mentally, for them? How do we measure their happiness? Does our workplace design concern their comfort or make them more stressed?

METHODOLOGY

Questionnaire to Analysis to Design Strategy



'The Schwarzman Animal Medical Center is dedicated to providing compassionate and collaborative care to animals and to leading the advancement of veterinary medicine through innovative clinical research and education.'

- AMC's Mission Statement

AMC Is A Great Partner

- **Well-known reputation** for promoting animal care through education and research.
- **Expertise** in animal behavior and care.
- **Pet-friendly** working environment.

Collaboration with AMC

- **Site visit** and documentation
- **Questionnaire** for the AMC employees and employers to understand the current design's pros and cons regarding dog welfare.
- **Interview** the AMC experts to understand the relationship between dogs' welfare and design elements (layout, material, furniture, color, etc.)

Data Analysis

By analyzing the result we got from the questionnaire, we have understood -

- **Satisfaction Level** with current workplace conditions
- **Dog Welfare Components & Hierarchy**
- **Design Elements** that relate to the dog welfare in workplace & their importance level

Design Strategy

Based on the analysis, we have come up the following design strategies for potential AMC workplace 'pup-grade' -

- **Hierarchy of Dog's Needs in Workplace**
- **Toolkit of Design Elements**
- **Axometric Diagrams of Typical Workplace Typologies**



II. QUESTIONNAIRE

ORGANIZATION

Overview of Questions

PART I - SURVEY PARTICIPANTS STATISTICS

1. Please select the role or department you work in at the Animal Medical Center
2. How long have you been employed at the Animal Medical Center?
3. Where do you work in the building?
4. When do you work in the building?
5. How many dogs do you own?

PART II - DOG STATISTICS

6. What breed is your dog?
(If you have more than one dog, please select one and there will another round of questions for the 2nd dog)
7. How much do your dog weigh?
8. How old is your furry friend?
9. Please select your dog's gender
- 10-13. Repeat of 6-9.

PART III - DOG ROUTINE

14. How often do you bring your dogs to the office?
15. If you are bringing your dogs to the office, what are the reasons or motivations behind this decision? (please choose all that apply)
16. How many hours do your dog stay in your office per day?
17. When you bring your dog to the office, how many hours do you keep your dog in the cage per day?
18. How many times do you feed your dog in the office per day?

PART IV - DOG WELFARE FACTORS

19. On a scale of 1 to 10, how satisfied are you with the current office design in terms of your dog's welfare in general (health, mood, and safety) ?
20. On a scale 1 to 10, how satisfied are you with the following factors of dog welfare in the current office design?
21. Please rank the following factors related to dog welfare in the office based on their importance to you

PART V - DOG WELFARE DESIGN ELEMENTS

22. On a scale 1 to 10, how satisfied are you with the following design elements of dog welfare in the current office design?
23. Based on your expertise or personal experience, please identify the ONE DESIGN ELEMENT that are the MOST IMPORTANT to the dog's welfare in workplace.
24. Based on your expertise or personal experience, please identify the ONE DESIGN ELEMENT that are the LEAST IMPORTANT to the dog's welfare in workplace.
25. Are there safety concerns related to the current design that you believe need addressing to ensure the safety and welfare of dogs in the workplace? (Please select all that apply)



III. SURVEY ANALYSIS

SURVEY PARTICIPANTS STATISTICS

User Roles



VETERINARIAN

43%



VETERINARY TECHNICIAN / NURSE

43%



ADMINISTRATIVE / OFFICE STAFF

14%

SURVEY PARTICIPANTS STATISTICS

Length Of Service

***ALL PARTICIPANTS HAVE WORKED
IN AMC MORE THAN 5 YEARS***

SURVEY PARTICIPANTS STATISTICS

Office Locations



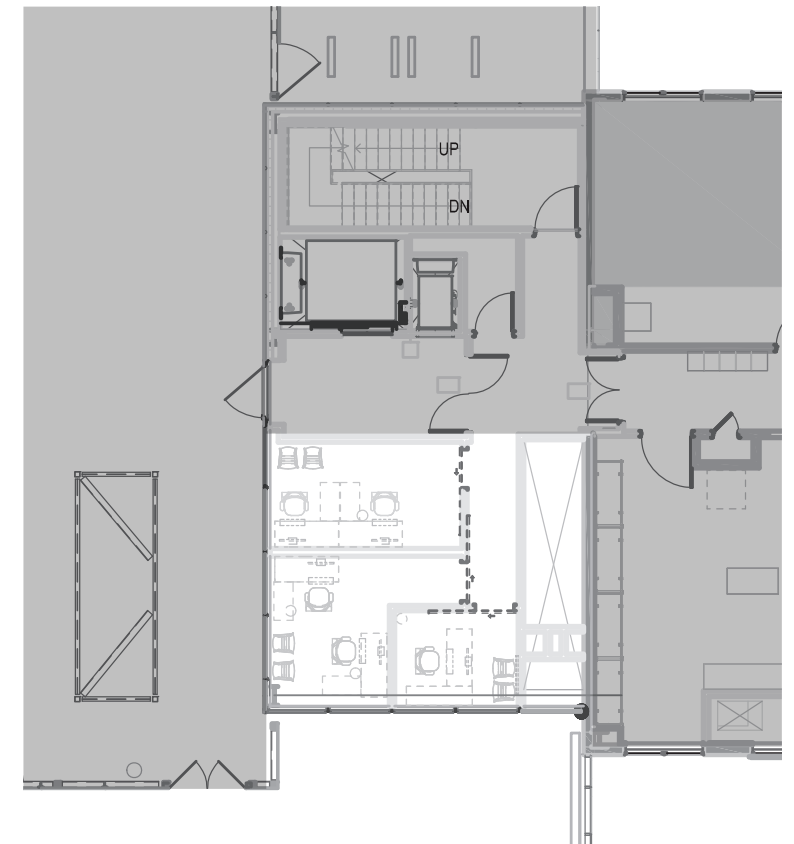
4TH FLOOR - PRIVATE OFFICE

50%



6TH FLOOR - SHARED OFFICE

17%



OTHER

33%

SURVEY PARTICIPANTS STATISTICS

Working Hours

ALL PARTICIPANTS NEED TO WORK DURING THE DAY.

ADDITIONALLY -

43% HAVE EVENING AND NIGHT SHIFTS

29% NEED TO WORK ON WEEKENDS

DOG STATISTICS

Each Participant Owns ___ Dogs

0

14%

1

43%

2

43%

DOG STATISTICS

Dog Breed



RAT TERRIER



MIXED



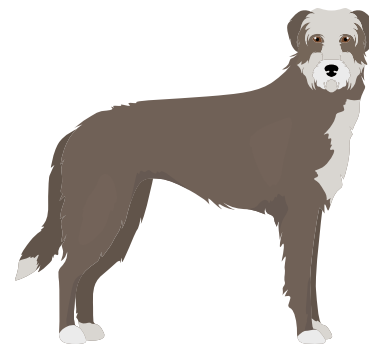
MORKIE



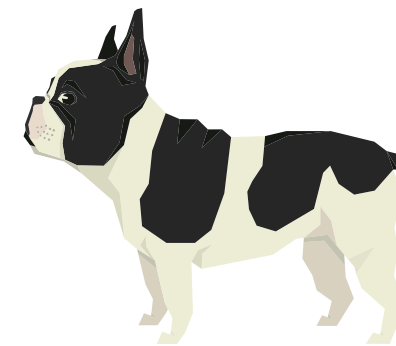
MINIATURE POODLE



LABRADO MIX



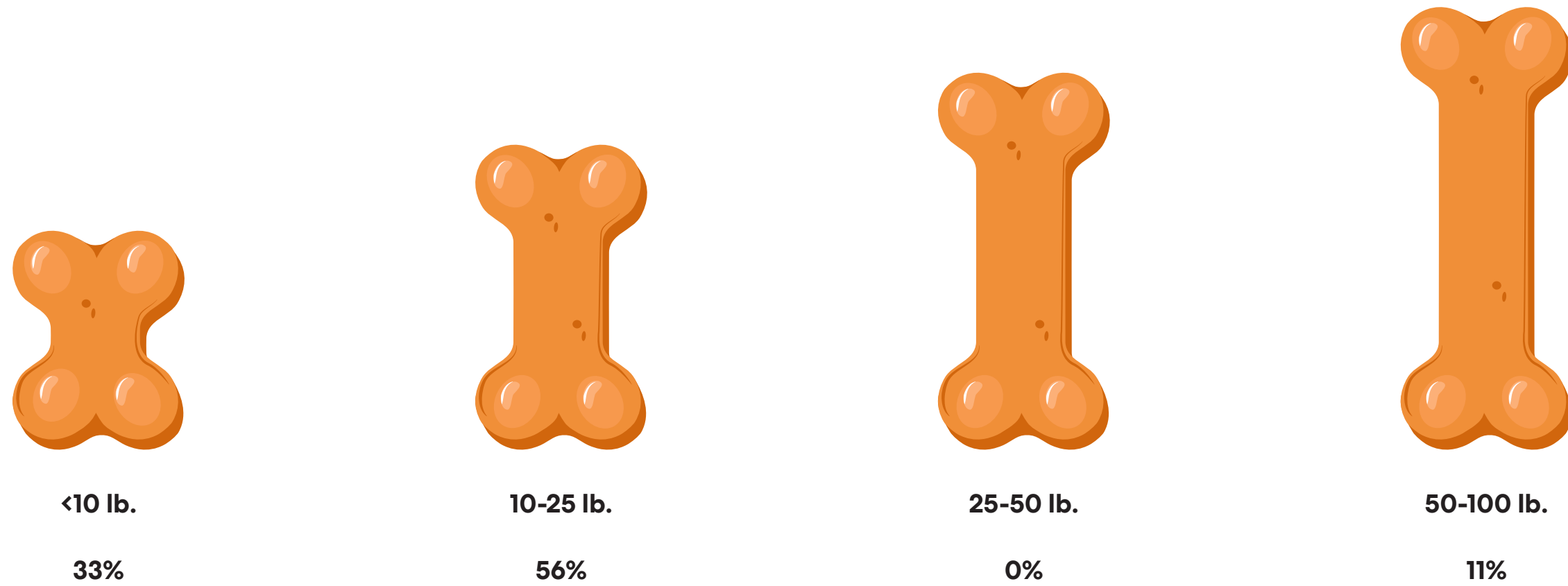
TERRIER MIX



FRENCH BULLDOG

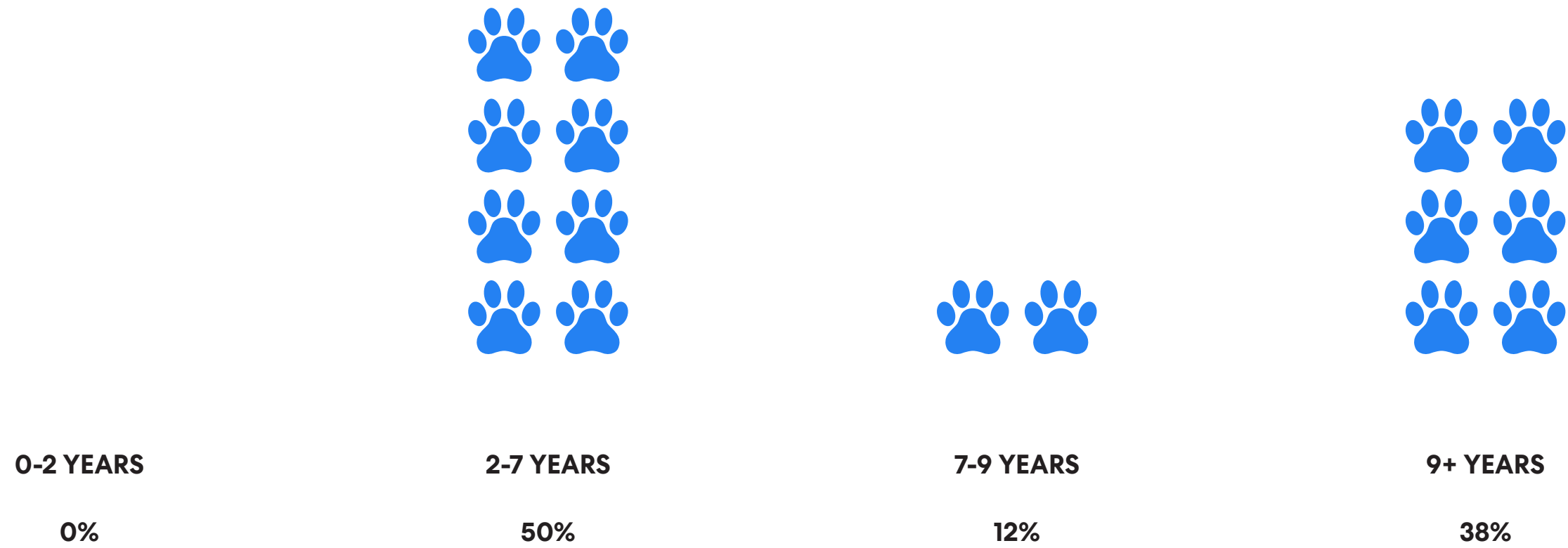
DOG STATISTICS

Dog Size



DOG STATISTICS

Dog Ages



DOG STATISTICS

Dog Gender



FEMALE

33%



MALE

67%

DOG ROUTINE

How Often Does The Dog(s) Come To The Office?

ONLY IF

NEVER

APPOINTMENT

1-3 / MONTH

1-2 / WEEK

EVERYDAY

17%

17%

33%

17%

17%

DOG ROUTINE

Primary Reasons For Bringing Dog(s) To The Office

#1

40% of the participants

WORK-LIFE BALANCE

“otherwise I have limited time to spend with my dogs due to long work hours”

#2

20% of the participants

DOG'S SEPARATION ANXIETY

OR **DOG'S APPOINTMENTS**

OR **APPARTMENT'S RESTRICTION**

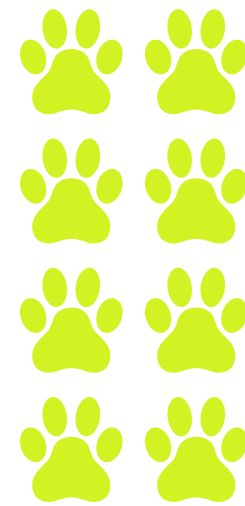
DOG ROUTINE

Hours The Dog(s) Spend In The Office Per Day



4-6 HOURS / DAY

20%

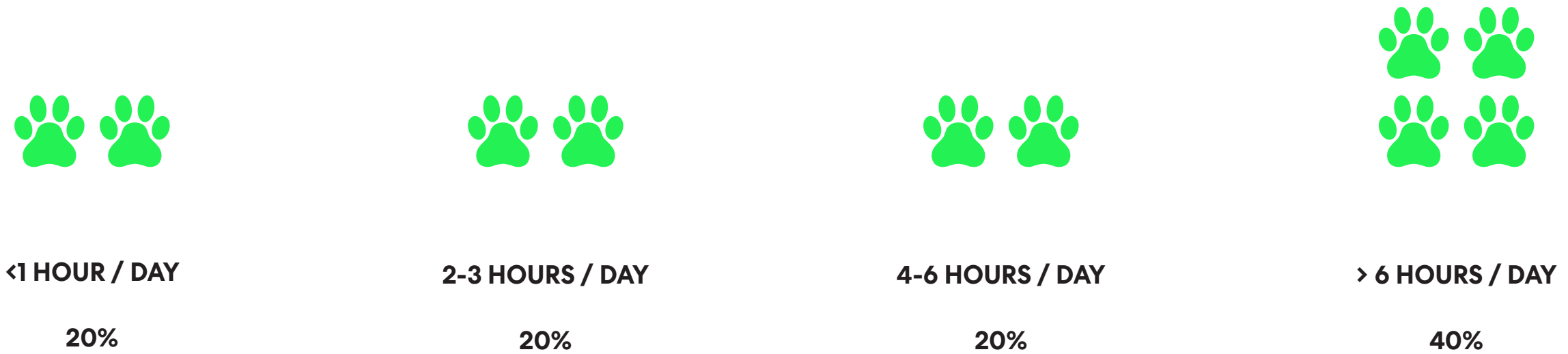


> 6 HOURS / DAY

80%

DOG ROUTINE

Hours The Dog(s) Spend In The Crate Per Day

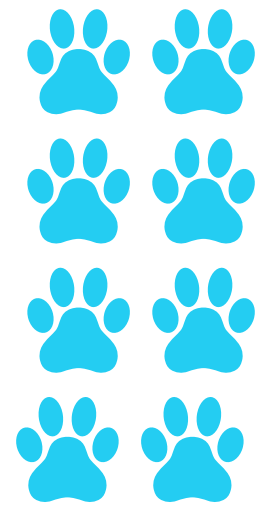


MY OWNER KEEPS ME IN THE CRATE TO LIMIT NEGATIVE INTERACTIONS WITH OTHER DOGS. ALSO, SOMETIMES I AM NERVOUSE AND CHOOSE TO GO INTO THE CRATE MYSELF.



DOG ROUTINE

How Often To Feed The Dog



ONCE / DAY

80%

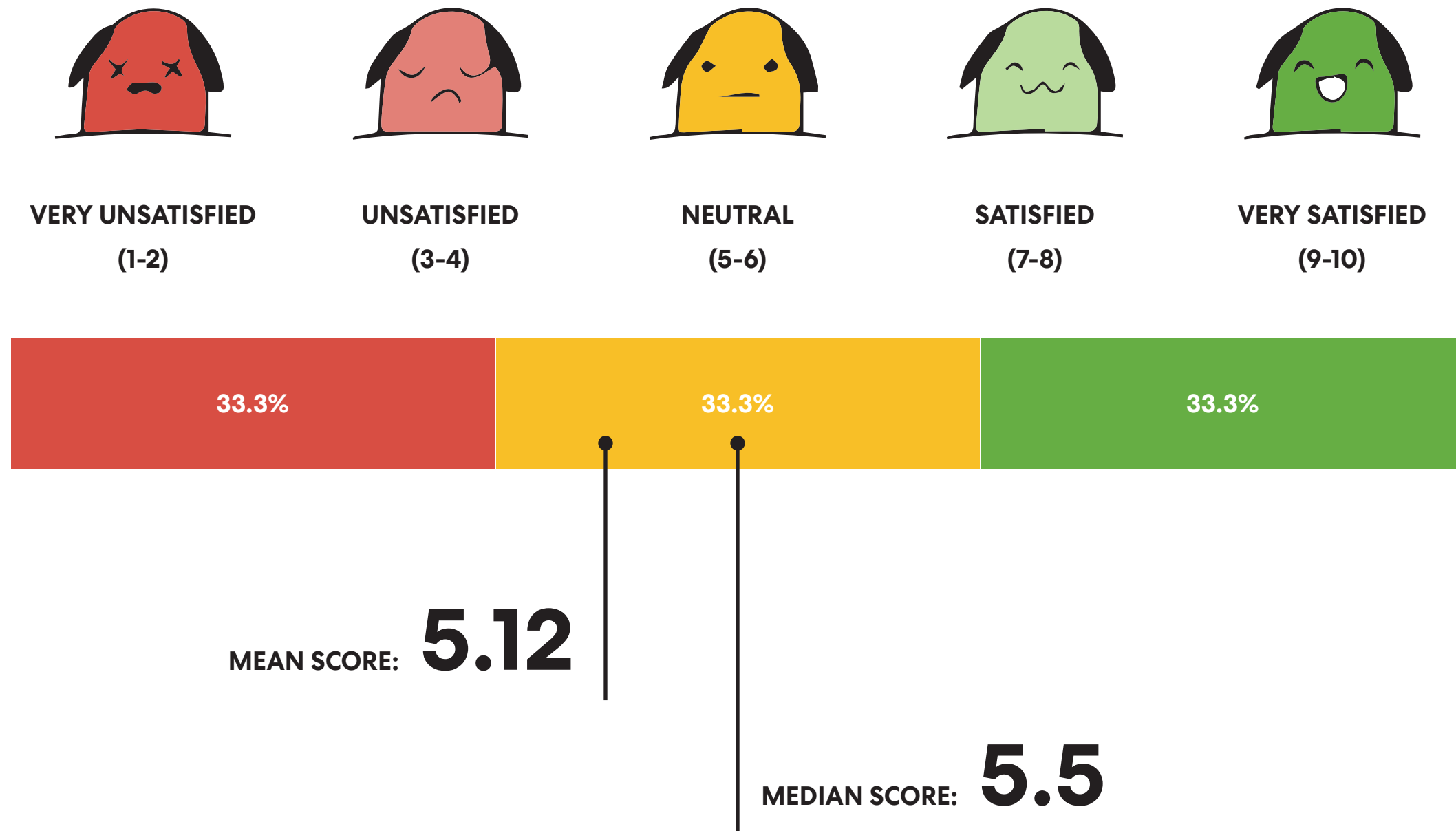


TWICE / DAY

20%

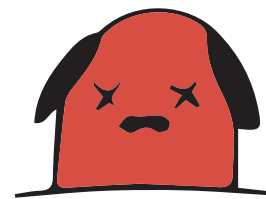
DOG WELFARE - EXISTING CONDITIONS

Overall Satisfaction Level On A Scale Of 1 To 10

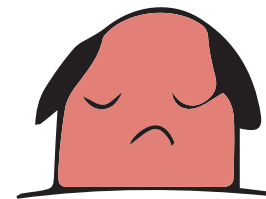


DOG WELFARE - EXISTING CONDITIONS

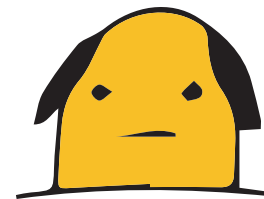
Individual Factors - Satisfaction Level On A Scale Of 1 To 10



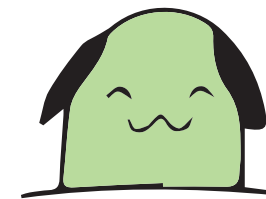
VERY UNSATISFIED
(1-2)



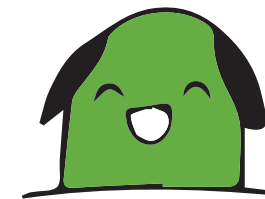
UNSATISFIED
(3-4)



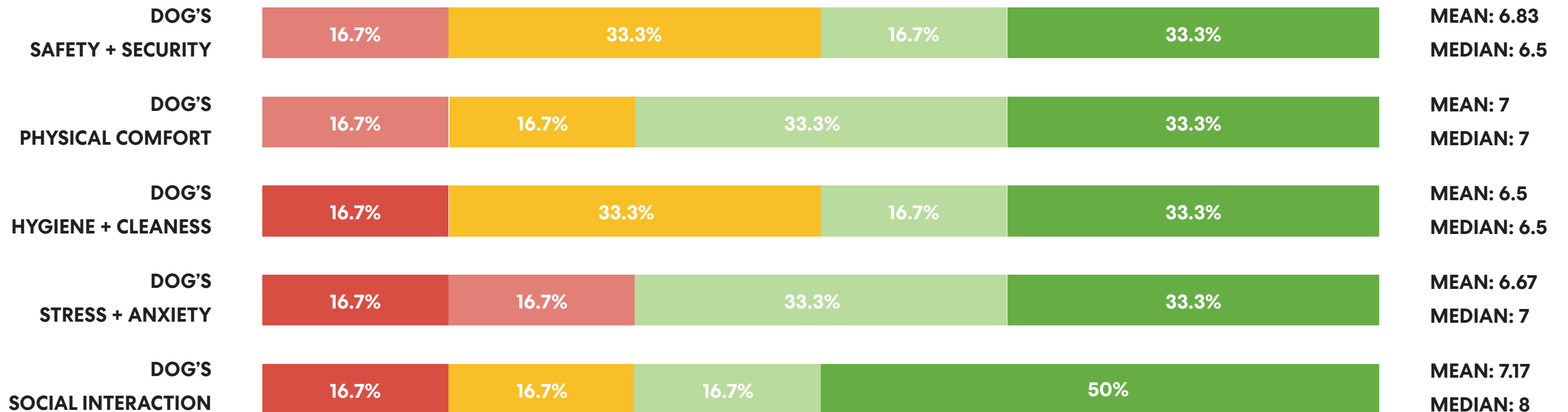
NEUTRAL
(5-6)



SATISFIED
(7-8)

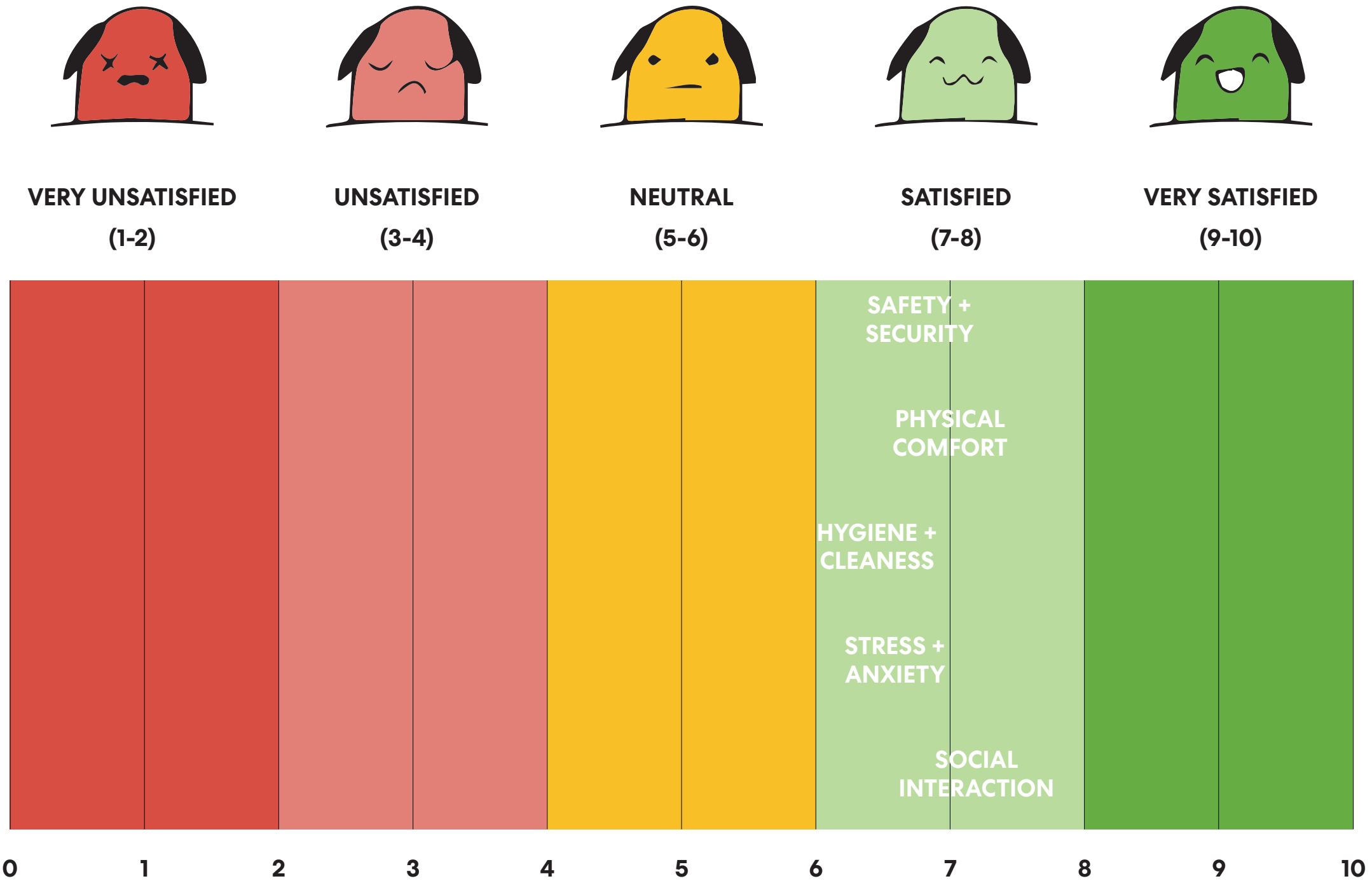


VERY SATISFIED
(9-10)



DOG WELFARE - EXISTING CONDITIONS

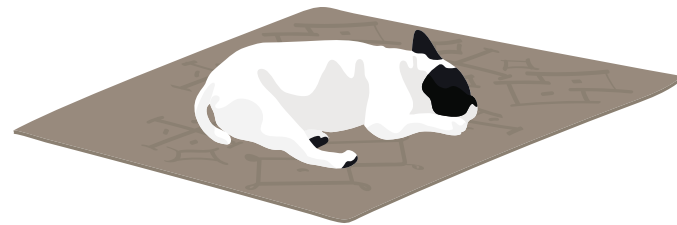
Individual Factors - Satisfaction Level On A Scale Of 1 To 10



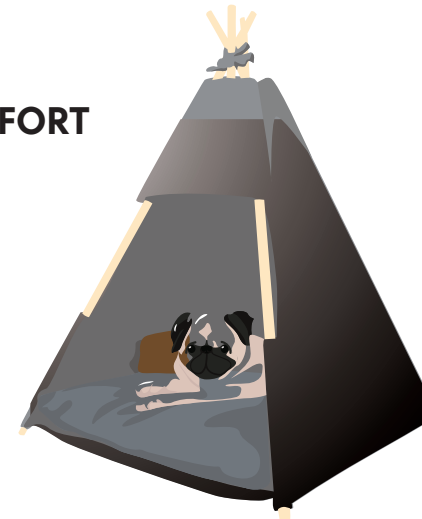
DOG WELFARE - DESIGN CRITERIA

Individual Factors - Ranked By Importance

#1 SAFETY + SECURITY



#2 PHYSICAL COMFORT



#3 STRESS + ANXIETY



#4 HYGIENE + CLEANNESS

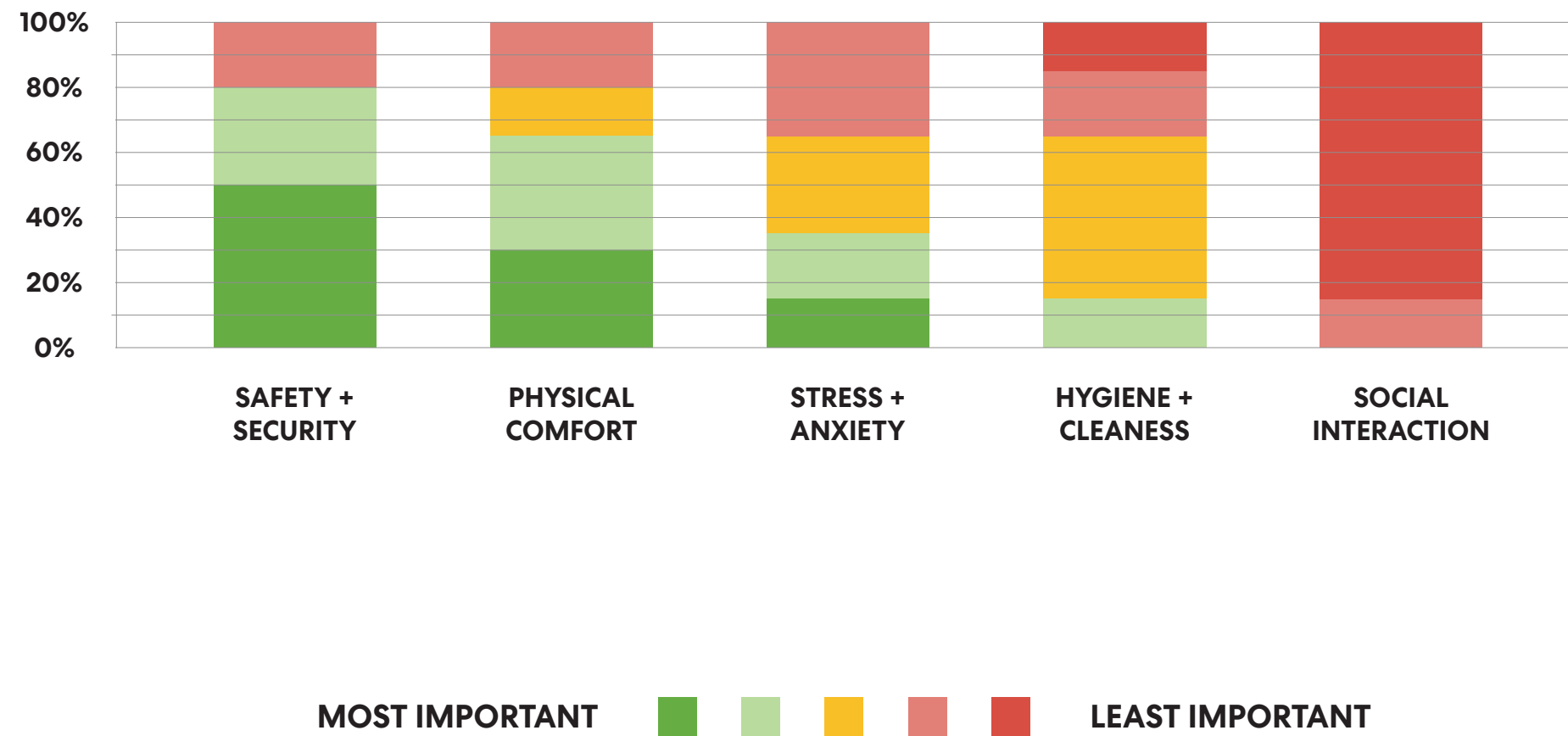


#5 SOCIAL INTERACTION



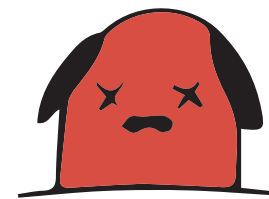
DOG WELFARE - DESIGN CRITERIA

Individual Factors - Ranked By Importance

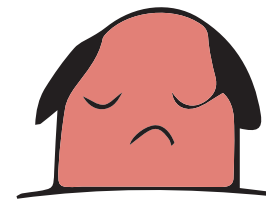


DOG WELFARE - EXISTING CONDITIONS

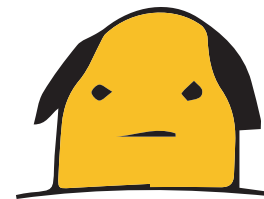
Design Elements - Satisfaction Level On A Scale Of 1 To 10



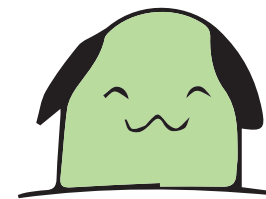
VERY UNSATISFIED
(1-2)



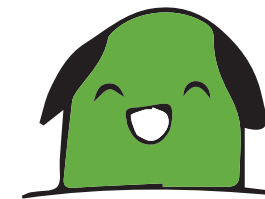
UNSATISFIED
(3-4)



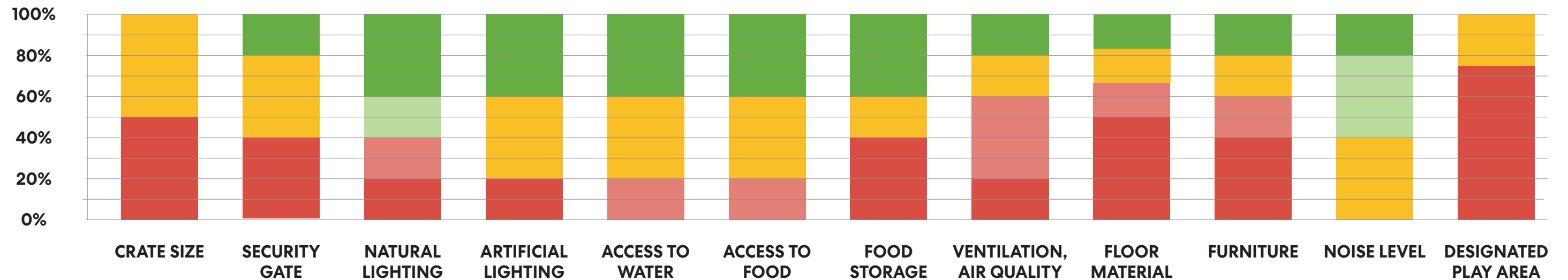
NEUTRAL
(5-6)



SATISFIED
(7-8)



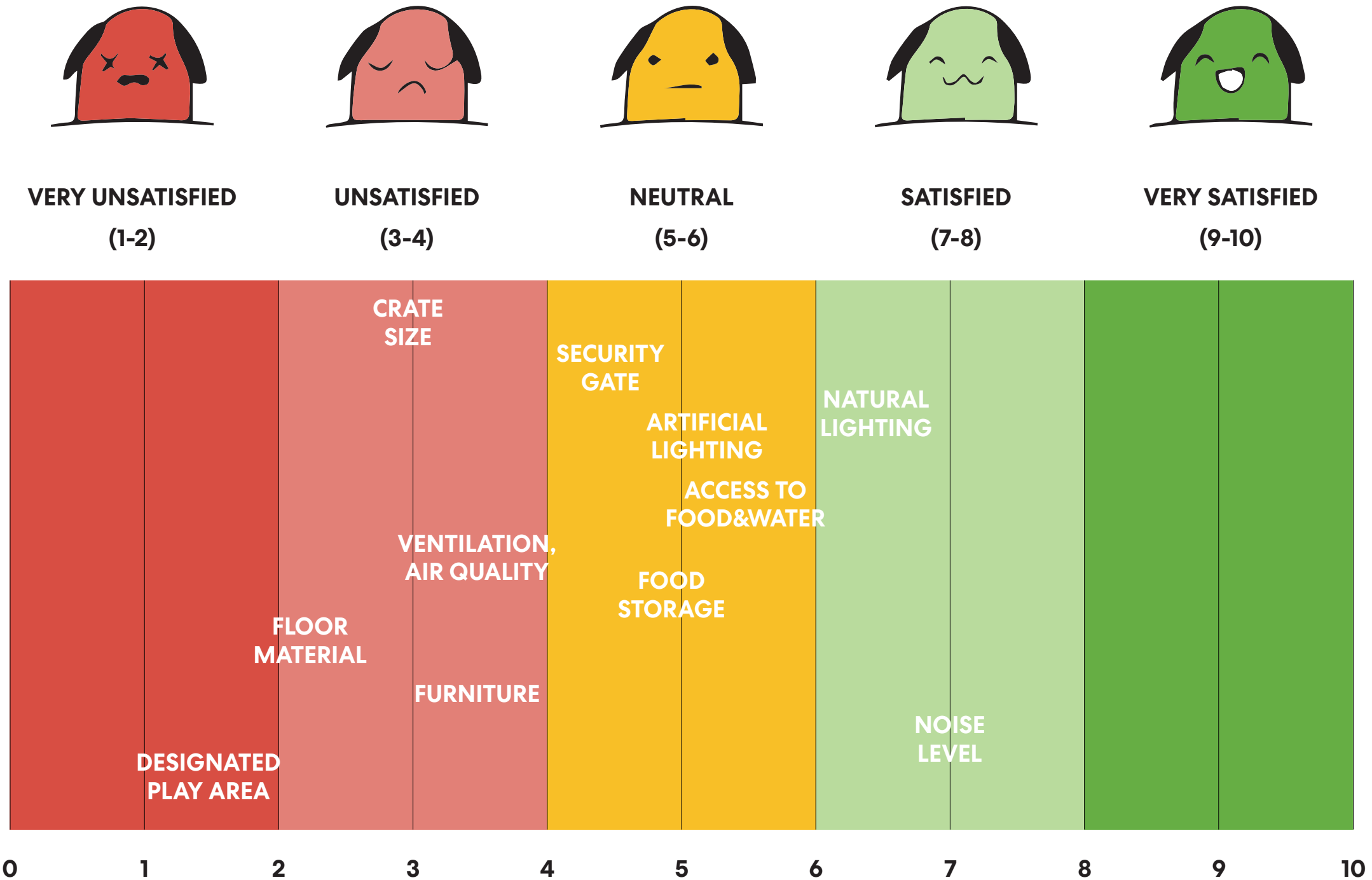
VERY SATISFIED
(9-10)



	CRATE SIZE	SECURITY GATE	NATURAL LIGHTING	ARTIFICIAL LIGHTING	ACCESS TO WATER	ACCESS TO FOOD	FOOD STORAGE	VENTILATION, AIR QUALITY	FLOOR MATERIAL	FURNITURE	NOISE LEVEL	DESIGNATED PLAY AREA
MEAN	3.0	4.0	6.4	5.8	6.4	6.4	5.6	4.4	2.4	4.4	7.0	2.25
MEDIAN	3.0	5.0	7.0	5.0	5.0	5.0	5.0	3.0	2.0	3.0	7.0	1.5

DOG WELFARE - EXISTING CONDITIONS

Design Elements - Satisfaction Level On A Scale Of 1 To 10



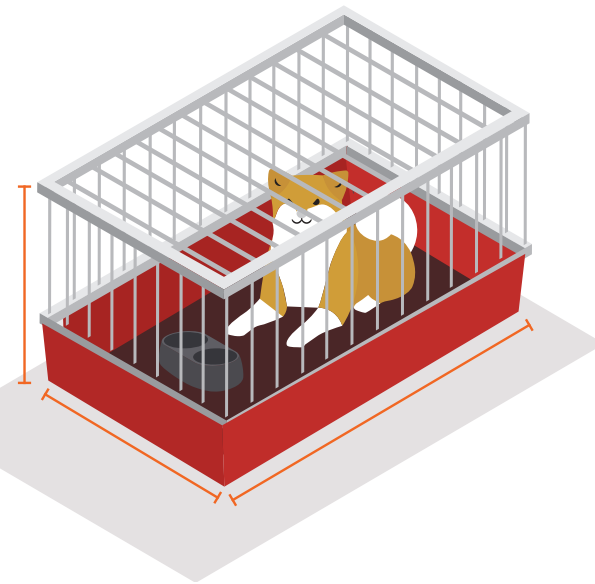
DOG WELFARE - DESIGN CRITERIA

Design Elements - Ranked By Importance

#1 CRATE SIZE

"AN EMPLOYEE PET WARD OR SPACE WOULD BE GREAT."

"HOW ABOUT A PET SAFE SPACE FOR YAPPY HOUR?"



#2 SECURITY GATE

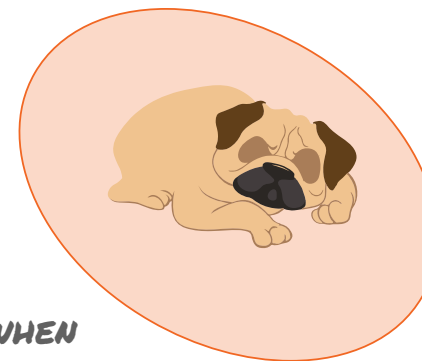
"CONSIDER HALF DOORS OR GLASS DOORS SO WE CAN SEE WHERE A DOG IS."



#3 FLOOR MATERIAL

"CARPET IS HARD TO CLEAN UP WHEN THE DOG HAS AN ACCIDENT, BUT TILES ARE SLIPPERY."

"A STORAGE FOR CLEANING PRODUCTS"



DOG WELFARE - DESIGN CRITERIA

Design Elements - Ranked By Importance

*ON THE CONTRARY, PARTICIPANTS
CONSIDER 'LIGHTING,' 'FOOD STORAGE,'
AND 'DESIGNATED PLAY AREA' AS THE
LEAST IMPORTANT DESIGN ELEMENTS.*



IV. INTERVIEW

INTERVIEW

What we heard from AMC employees -

"SAFETY IS THE MOST IMPORTANT PART WHEN
COMES TO THE DOG-FRIENDLY WORKPLACE DESIGN"

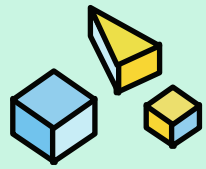
"CARPET IS HARD TO CLEAN, BUT TERRAZO IS TOO SLIPPERY. (ONLY)
IF THE FLOORING MATERIAL CAN BE **BOTH EASY TO
CLEAN AND ANTI-SLIPPERY...**"

"CONSIDER FLEXIBLE DESIGN THAT CAN **TAILOR
TO DIFFERENT DOGS'
TEMPERAMENT** - DOG WHO WANTS TO
STAY ALONE AND DOGS WHO WANTS TO PLAY..."



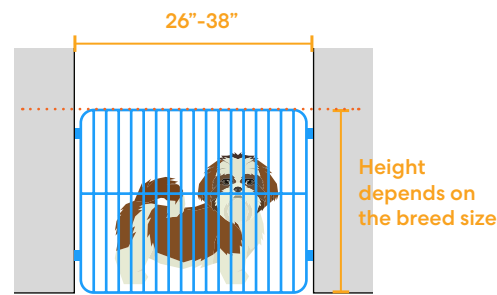
V. HIERARCHY OF DOG'S NEEDS IN WORKPLACE





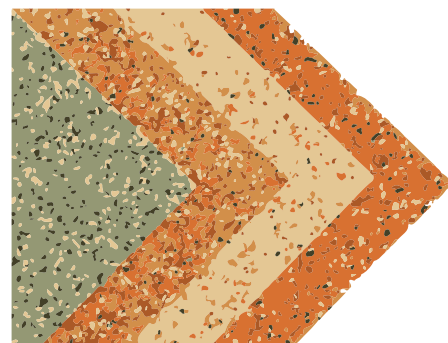
VI. DESIGN ELEMENTS

SAFETY + SECURITY



Security Gate

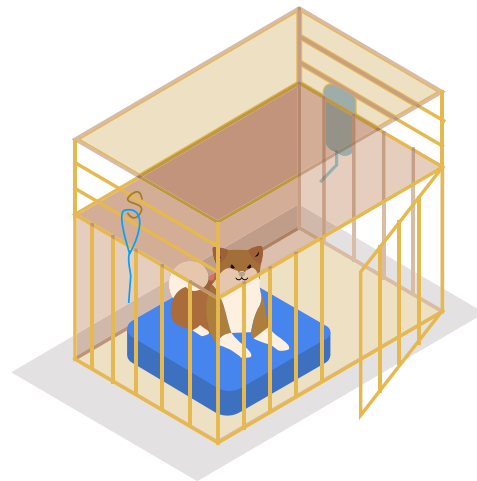
- Pressure mount design requires no tool, appropriate for small openings between 26-38 inches wide
- Transparency allows dog to see what's going on outside
- Different sizes required for small/medium/large breed



Pet-Friendly Flooring (Rubber)

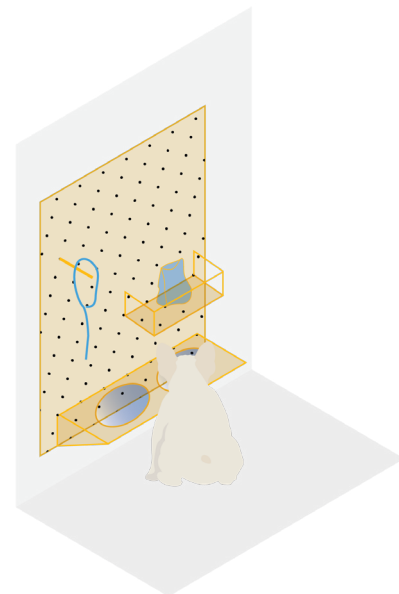
- Comfortable for pets
- Stain resistant
- Scratch resistant
- Allows for good traction (non-slippery)
- Easy to clean
- Look & Feel resembles the terrazo

PHYSICAL COMFORT



Crate

- Built-in crates for additional pet food storage & hooks for leash
- Water bottle dispenser to ensure hydration
- Soft cushion for comfort (or you old clothes)



Feeding Station

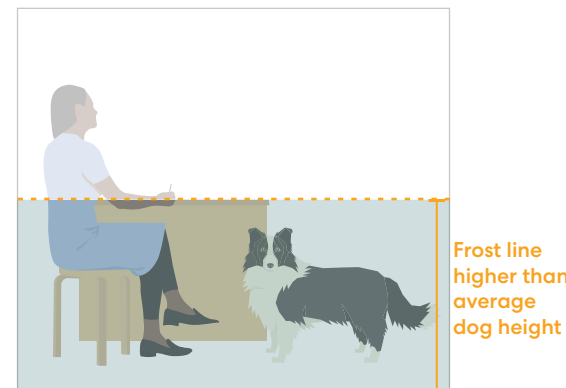
- Pegboard for flexible arrangement of food & water bowls, leash, and food storage

STRESS + ANXIETY



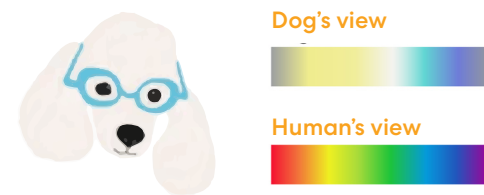
Workstation

- Canines are always within reach by incorporating hooks at the desk



Meeting Room

- A frosted or opaque film at dog height to reduce distractions



Colors & Lighting

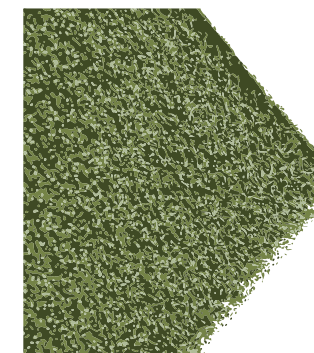
- Shades of blue is the most calming and dominant color that dog can perceive

HYGIENE + CLEANNESS



Cleaning Product

- Dog waste station
- Storage for essential cleaning products



Potty Breaks

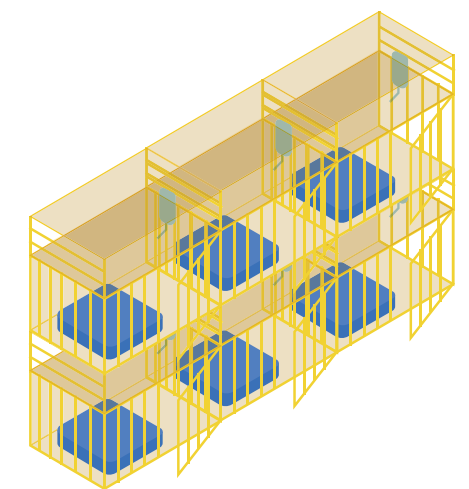
- Replaceable artificial grass

SOCIAL INTERACTION + AMENITIES



Play Area

- Flexible stair module allows human-canine interaction
- Soft surf + round edge to avoid accidents
- A place for 'Yappy Hour'
- Flexible seating arrangement for free body movement (both human + canine)
- Color palette matches the dog's view
- Pet-friendly plants



Pet Ward

- For emergency and when owner needs concentration
- Water bottle & mini-storage included



VII. SPECULATIVE DESIGN

TYOLOGY A - PRIVATE OFFICE

Existing VS. Proposed



TYOLOGY A - PRIVATE OFFICE

Proposed - Design Elements



1. Security Gate

4. Dog-Mate Chair

7. Play Mat

2. Pegboard Organizer

5. Dog Kennel Desk

8. Dog-Friendly Plants

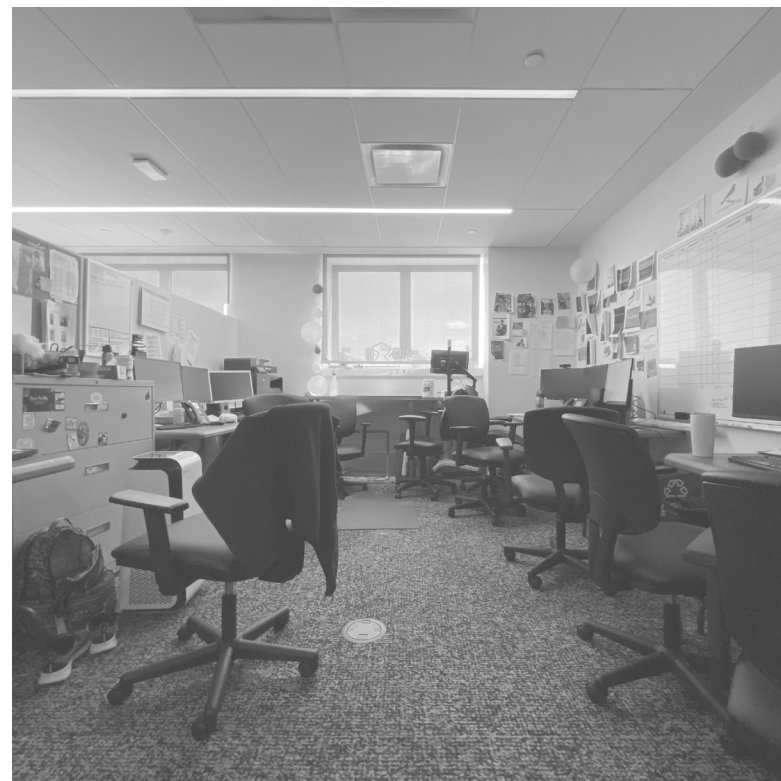
3. Feeding Station

6. Kennel Water Dispenser

9. Dog-Friendly Cleaning Products

TYOLOGY B - SHARED OFFICE

Existing VS. Proposed



TYOLOGY B - SHARED OFFICE

Proposed - Design Elements



1. Security Gate

4. Pet/Human Chair

7. Play Mat

2. Pegboard Organizer

5. Dog Kennel Cabinet

8. Dog-Friendly Plants

3. Feeding Station

6. Kennel Water Dispenser

9. Dog-Friendly Cleaning Products

Anticipated Outcome

We understand that under certain circumstances (allergies, hazardous materials), it would not be in the firm's best interest to convert to dog-friendly. However, these cases are not in the research's scope.

References & Further Reading

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